

May 22, 2014

Welcome to the Compliance Corner ...

A new segment that provides an opportunity to train our workforce in compliance. LACDMH's workforce is made up of employees, volunteers, interns, trainees and others whose conduct in the performance of their work is under LACDMH's direct control, whether or not they are paid by the County. It is essential that you participate!

How do you participate? Read the articles for the next ten weeks, and send the answer to the weekly puzzle or question via fax or e-mail. Your answers and your involvement give you credit for compliance training. If you participate in 80% or more of the activities, you'll be eligible for a prize drawing at the end of the ten trainings.

Randy Faveau is coordinating the Compliance Corner effort. If you have any questions regarding the training or training materials, contact him at 213-739-2383.

Good luck!

Judith Weigand
LACDMH Compliance Officer



COMPLIANCE CORNER

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Values of the Los Angeles County Department of Mental Health

Values are often wide-ranging ideals regarding the right course of action. The Los Angeles County Department of Mental Health's (LACDMH) Compliance Program is committed to operating in an ethical and compliant manner. A Compliance Program alone cannot establish and maintain a culture of ethics and compliance. Compliance is everyone's business and it requires every member of the workforce to embrace LACDMH's established values: *Integrity, Respect, Accountability, Collaboration, Dedication, Transparency and Quality & Excellence*.

1) Integrity

Syllabification: in•teg•ri•ty; Pronunciation: in'tegritē

Noun/Definition: The quality of being honest and having strong moral principles; moral uprightness. It is of utmost importance that we conduct ourselves professionally according to the highest ethical standards. Most importantly, *integrity* defines your character.

2) Respect

Syllabification: re•spect; Pronunciation: ri'spekt

Noun/Definition: A feeling of deep admiration for someone or something elicited by their abilities, qualities or achievements. Working with both staff and clients, we recognize the uniqueness of every individual and treat all people in a way that affirms their personal worth and dignity. Simply and plainly, treat others how you would want to be treated.

3) Accountability

Syllabification: ac•count•a•bil•ity; Pronunciation: ə,kountə'bilitē

Noun/Definition: The fact or condition of being accountable; responsibility. It is imperative that we each take responsibility for our choices and their outcomes. At its core, *accountability* maintains that employees are answerable for their own actions.

4) Collaboration

Syllabification: col•lab•o•ra•tion; Pronunciation: kə,ləbə'rāSHən

Noun/Definition: The action of working with someone to produce or create something. Working together toward common goals by partnering with the whole community, sharing knowledge, building consensus and sharing decision-making. *Collaboration* is key to ensuring timely and effective service delivery for clients.

5) Dedication

Syllabification: ded•i•ca•tion; Pronunciation: dedi'kāSHən

Noun/Definition: The quality of being dedicated or committed to a task or purpose. Doing whatever it takes to improve the lives of our clients and communities. *Dedication* from all staff safeguards our standing in the community as world class providers of mental health services.

6) Transparency

Syllabification: trans•par•en•cy; Pronunciation: tran'sparənsē

Noun/Definition: The condition of being transparent. Openly conveying our ideas, decisions and outcomes to ensure trust in our organization. *Transparency* provides an avenue for all staff to have their voice heard.

7) Quality & Excellence

Syllabification: qual•i•ty; Pronunciation: kwälətē

Noun/Definition: The standard of something as measured against other things of a similar kind; the degree of excellence of something.

Syllabification: ex•cel•lence; Pronunciation: eksələns

Noun/Definition: The quality of being outstanding or extremely good.

Identifying the highest personal, organizational, professional and clinical standards and committing ourselves to achieving those standards by continually improving every aspect of our performance. *Quality* and *excellence* are what every LACDMH employee is tasked with achieving.

True or False:

Compliance is only the concern of the Compliance Program and no one else.

For training credit, answer the question and send an e-mail to: compliance@dmh.lacounty.gov. For those employees who do not have e-mail, answers may be faxed to: 213-252-0233. Include in your e-mail or fax, the answer to the question, your name, where you work (program and address) and phone number.



Next Update: Code of Organizational Conduct, Ethics and Compliance (CCEC) Objective

Designed by LACDMH PIO